mind in the City, Hackney and Waltham Forest

PRIVACY POLICY

Mind in the City Hackney and Waltham Forest wants everyone who supports us, or who comes to us for support, to feel confident and comfortable with how we look after your personal information.

This Privacy Policy explains how we collect, use and store your personal information. Personal information means any information that could identify you.

Mind in the City Hackney and Waltham Forest is committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner.

We are a "data controller" for the purposes of the Data Protection Act 2018 and the UK General Data Protection Regulation ("Data Protection Law"). This means that we are responsible for the processing of your personal information.

For further information about our privacy practices, please contact our Data Protection Officer by:

Writing to Mind in the City Hackney and Waltham Forest, 8-10 Tudor Rd, London E9 7SN

Calling us on 020 8985 4239

Emailing to facilities@mindchwf.org.uk

HOW WE COLLECT INFORMATION ABOUT YOU

Everything we do, we do to ensure that we can help people experiencing a mental health problem get both support and respect. We want to make sure you receive the communications that are most relevant to you, be it through visiting our website or receiving emails, post or phone calls. We want to make sure you receive the best attention when you book on an event, become a member or when making a donation.

We collect information from you in the following ways:

When you interact with us directly:

This could be if you ask us about our activities, register with us for training or an event, make a donation to us, ask a question about mental health, complete a survey providing feedback on our services, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This includes when you phone us, visit our website, or get in touch through the post, or in person.

When you interact with us through partners working on our behalf:

This could be if you access a service such the City and Hackney Wellbeing Network which is delivered through trusted partner organisations working on our behalf and always under our instruction.

When you interact with us through third parties:

This could be if you provide a donation through a third party such as Just Giving or booking a course on Eventbrite.

When you visit our website:

We gather general information which might include which pages you visit most often, and which services, events or information is of most interest to you. We may also track which pages you visit when you click on links in emails from us. We also use "cookies" to help our site run effectively. There are more details below – see 'Cookies'.

We use this information to personalise the way our website is presented when you visit to make improvements and to ensure we provide the best service and experience for you. Wherever possible we use anonymous information which does not identify individual visitors to our website.

INFORMATION WE COLLECT AND WHY WE USE IT

Personal Information

Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number and credit/debit card details (if you are making a donation), as well as information you provide in any communications between us. You will have given us this information while making a donation, registering for an event, placing an order on our website or any of the other ways to interact with us.

We will mainly use this information:

To process your donations or other payments, to claim Gift Aid on your donations and verify any financial transactions.

To provide the services that you have requested.

To update you with important administrative messages about your donation, an event or services you have requested.

To comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission, which require us to identify and verify the identity of supporters who make major gifts so we can assess any risks associated with accepting their donations.

To keep a record of your relationship with us.

Where you volunteer with us, to administer the volunteering arrangement.

If you do not provide this information, we will not be able to process your donation, sign you up for a particular event or provide goods and services you have requested.

We may also use your personal information:

To contact you about our work and how you can support Mind (see section 8 on 'Marketing' below for further information).

To invite you to participate in surveys or research.

Sensitive Personal Information

If you share your personal experience or the experiences of a friend or relative, we may also collect this health information. If you provide us with any Sensitive Personal Information by telephone, email or by other means, we will treat that information with extra care and confidentiality and always in accordance with this Privacy Policy.

You can of course decide if you want to remain anonymous, if you are happy to share your personal details with staff members or if you would like us to share your story with the media or other parties as part of our work telling people's personal stories about mental health (for example, on our blog).

A special note about the Sensitive Personal Information we hold

Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs.

If you contact us, you may choose to provide details of a sensitive nature.

We will only use this information:

For the purposes of dealing with your enquiry, training, and quality monitoring or evaluating the services we provide.

We will not pass on your details to anyone else without your explicit consent except in exceptional circumstances. Examples of this might include anyone reporting serious self-harm or posing a threat to others or children contacting us and sharing serious issues such as physical abuse or exploitation.

Where you have given us your explicit consent or otherwise clearly indicated to us that you are happy for us to share your story, then we may publish it on our newsletter or in other media.

Information about Children and Young People

We sometimes receive limited data about children if they decide to fundraise for us, and we will collect data about children for events we organise specifically for young people or

where they agree to volunteer for us. Wherever possible, we will ask for consent from parents to collect information about children and young people under the age of 16.

LEGAL BASIS FOR USING YOUR INFORMATION

There are some lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for Mind in the City Hackney and Waltham Forest to process your information to help us to achieve our vision of ensuring that everyone experiencing a mental health problem gets both support and respect.

Whenever we process your Personal Information under the 'legitimate interest' lawful basis we make sure that we take into account your rights and interests and will not process your personal information if we feel that there is an imbalance.

Some examples of where we have a legitimate interest to process your Personal information are where we contact you about our work via post, use your personal information for data analytics, improving our services, for our legal purposes (for example, dealing with complaints and claims), or for complying with guidance from the Charity Commission.

Cookies

When you first visit our website, we will ask for consent to set any cookies (and to process any personal data collected by these cookies) which are not strictly necessary to make our pages work: you will be able to set your preferences at this stage. Where cookies are strictly necessary, we consider that we have a legitimate interest in processing the personal data they collect.

You can always withdraw your consent by clearing cookies from the cache in your computer and rejecting them next time you visit our site.

MARKETING

We will only contact you about our work and how you can support Mind in the City Hackney and Waltham Forest by phone, email or text message, if you have agreed for us to contact you in this manner.

If you agree for us to contact you through one of these channels, we will send you information about our work. As well as sharing our latest news, we will contact you about events and fundraising for Mind, and the many ways you can shape our work.

However, if you have provided us with your postal address, we may send you information about our work and how you can support Mind by mail unless you have told us that you would prefer not to hear from us in that way.

You can update your choices or stop us sending you these communications at any time by contacting facilities@mindchwf.org.uk

Please note that when you update your communication preferences it can take up to 28 days to take effect across all our systems.

SHARING YOUR INFORMATION

The personal information we collect about you will mainly be used by our staff (and volunteers) at Mind in the City Hackney and Waltham Forest so that they can support you.

We may confirm if you are open to one of our services with professional partners if it will support your care in local services. We would not disclose further information without your consent.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor do we sell any information about your web browsing activity.

Mind in the City Hackney and Waltham Forest may however share your information with our trusted partners who work with us or on our behalf to deliver our services, but processing of this information is always carried out under our instruction. We make sure that they store the data securely, delete it when they no longer need it and never use it for any other purposes. Some examples of where we may share your information are with our fulfilment partners who help to create and send information to you to reduce our costs, with our partners who help us to process donations and claim Gift Aid.

We enter into contracts with these service providers that require them to comply with Data Protection Laws and ensure that they have appropriate controls in place to secure your information.

Legal disclosure

We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority.

KEEPING YOUR INFORMATION SAFE

We take looking after your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

Unfortunately, the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content, or the privacy practices employed by other sites. Please be aware that web sites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites.

Any debit or credit card details which we receive on our website via donations are passed securely to NatWest, according to the Payment Card Industry Security Standards.

HOW LONG WE HOLD YOUR INFORMATION FOR

We only keep your information as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations (for example, the collection of Gift Aid).

YOUR RIGHTS

You have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting our Data Protection Officer at Mind in the City Hackney and Waltham Forest, 8-10 Tudor Rd, London E9 7SN, by email at facilities@mindchwf.org.uk and by phone on 020 8985 4239. You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office, https://ico.org.uk/

Access to your personal information:

You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please make all requests for access in writing and provide us with evidence of your identity.

Right to object:

You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.

Consent:

If you have given us your consent to use personal information (for example, for marketing), you can withdraw your consent at any time.

Rectification:

You can ask us to change or complete any inaccurate or incomplete personal information held about you.

Erasure:

You can ask us to delete your personal information where it is no longer necessary for us to use it, or you have withdrawn consent, or where we have no lawful basis for keeping it.

Portability:

You can ask us to provide you with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.

Restriction:

You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.

No automated decision making:

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right not to be subject to automated decisions that will create legal effects or have a similar significant impact on you, unless you have given us your consent, it is necessary for a contract between you and us or is otherwise permitted by law. You also have certain rights to challenge decisions made about you. We do not currently carry out any automated decision-making.

Please note, some of these rights only apply in certain circumstances, where one of your rights does not apply, we will communicate the reason to you.

MONITORING

Your communications with our teams may be monitored for training, quality control and compliance purposes to ensure that we continuously improve our customer service standards.

To find out more about this policy and how we look after your personal information, contact our facilities@mindchwf.org.uk or on 020 8985 4239.

mind in the City, Hackney and Waltham Forest

OUR SUPPORTER PROMISE

We want you to know that we really value your support, whether you've:

- donated
- fundraised on our behalf
- supported our campaigns
- left us a gift in your will.

We are committed to treating you with respect and openness, so this is our promise to you.

Our communications with you

We hope you'll want to hear more about our work. We'll always be clear about how we'll communicate with you.

If you tell us you'd rather not be contacted, or you'd rather we didn't contact you in a certain way, we'll act on your wishes.

You can change your mind about what you receive from us at any time.

Mind in the City Hackney and Waltham Forest's commitment to treating our supporters fairly, protecting our young supporters, and safeguarding.

Fundraising is really important to us, and we are proud of what it helps us achieve. We will constantly review our fundraising practices to make sure they are fair, sensitive and appropriate.

Mind in the City Hackney and Waltham Forest is committed to ensuring the highest quality of experience for our supporters. In the interest of empowering and protecting our supporters, Mind in the City Hackney and Waltham Forest trains and supports its staff, volunteers and third-party organisations that work on behalf of Mind in the City Hackney and Waltham Forest to recognise, and appropriately respond to vulnerability without discrimination or judgement.

Mind in the City Hackney and Waltham Forest works to ensure supporters are treated fairly and always treated as individuals, and not exploited or treated in any way which might bring them harm as a result of their interaction with Mind in the City Hackney and Waltham Forest.

Mind in the City Hackney and Waltham Forest's approach to supporters in vulnerable circumstances is informed by the Fundraising Regulator's Code of Fundraising Practice and the Chartered Institute of Fundraising's guidance.

We now ask that all our supporters under 16 ask their parent or guardian to get in touch with us at community.fundraising@mindchwf.org.uk, as we need written consent for any young person under 16 to engage in fundraising, volunteering or otherwise supporting Mind in the City Hackney and Waltham Forest.

We make sure all staff are trained in and follow our Safeguarding Policy and Procedures.

About your donation, or the money you've raised

Your donation will be used responsibly to help people with mental health problems get support and respect. We will keep administration costs to a minimum without jeopardising the quality of Mind in the City Hackney and Waltham Forest's work. As much of your donation as possible will be spent directly on our life-changing work.

We'll answer any question you have about how your donation is spent, and clear financial information will be available.

We might turn down a donation if we feel that accepting it would damage our independence or reputation. If we do, we'll explain why.

Our use of your personal details

We use carefully selected organisations to help us deliver our services. We will keep any personal information safe, only using your details to contact you in the ways you've agreed to.

We will always respect your right to privacy and adhere to laws around the use of data.

Organisations we work with

Sometimes we work with external organisations to contact you, simply because our organisation isn't big enough.

We will only work with professional organisations that meet our high standards.

We'll train, monitor and regulate our external contractors to meet our standards and will act quickly if they do not meet the high standards we set.

Everyone we work with that has contact with our supporters takes part in mental health awareness training.

Our accountability to you

You can contact us with feedback or to make a complaint if you are unhappy with anything we have done while communicating with you.

We will respond honestly and promptly to your questions and complaints.

Policy	PRIVACY POLICY
Policy Type	Operations
Date Approved	17/09/2026
Date of Next Review	27/07/2028